



## WINTER 2015

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The 91 Express Lanes is owned and operated by the Orange County Transportation Authority. For more information, call (951) 278-9191 or visit [www.91expresslanes.com](http://www.91expresslanes.com).

## Customer Survey Reveals High Satisfaction Rate with 91 Express Lanes

In our continuous effort to improve the 91 Express Lanes, every three years OCTA reaches out with an extensive customer satisfaction survey. In 2014, respondents reported a 91 percent satisfaction rate with the 91 Express Lanes, a high rating for a high-performance transportation alternative.

In comparing findings from the 2011 and 2014 surveys, it's clear that this satisfaction is reflected in increased usage for both work and play. In 2011, less than half (46 percent) reported using the managed lanes for their work commute; in 2014, that figure rose to 60 percent. Most customers, however, use the 91 Express Lanes for more than just commuting. The managed lanes are a popular way to visit friends and family (67 percent) and offer safe and efficient transportation to great shopping or recreation (63 percent). In the three-year time period between surveys, the average number of weekly trips reported rose substantially from 2.7 to 3.9.

Customers also told us that they prefer to receive 91 Express Lanes communications by email. The majority (82 percent) said they preferred email to direct mail, a major change from 2007 when less than half (44 percent) said they favored electronic communications.

To encourage and maximize participation, randomly selected customers were asked by email and mailed invitation letters to be part of the survey through a secure, password-protected website. More than 1,300 customers took part.

Many thanks to all those who took the time to answer the survey. Your satisfaction is very important to us. This feedback helps us identify what travelers value most about the 91 Express Lanes so we can continue improving it for everyone.



## CUSTOMER SERVICE CENTERS

Open Longer to Serve You Better

We have two 91 Express Lanes Customer Service Centers to serve you—one in Corona and one in Orange.



OCTA Store  
550 S. Main Street  
Orange, CA 92863

Hours:  
Monday – Friday, 8:30 a.m. - 5:30 p.m.

Corona Customer Service Center  
2275 Sampson Avenue, Suite 100  
Corona, CA 92876  
Customer Service Center Hours:  
Monday – Friday, 9:00 a.m. - 6:00 p.m.  
(951) 278-9191 | (800) 600-9191



[facebook.com/91ExpressLanes](https://www.facebook.com/91ExpressLanes)

## Public Transportation Eases Commute during 91 Project Construction

Construction is in full swing on the 91 Project as the Riverside County Transportation Commission (RCTC) and project partners make improvements to State Route 91 (SR-91) from Corona to Riverside. Construction began in early 2014 and new lanes are expected to open in 2017.

Long term, this effort will provide significant benefits to drivers, residents and businesses along this heavily traveled corridor. Once completed, the new lanes and other improvements are expected to save time, offer choice and reliability, boost safety, and reduce pollution.

To avoid construction delays, drivers have several options that offer safe, convenient commuting alternatives.

Commuters can hop aboard Metrolink trains on the 91 Line or the Inland Empire Orange County (IEOC) Line. The 91 Line now offers service throughout the week to Los Angeles Union Station, Norwalk, Buena Park, Fullerton, Corona, and downtown Riverside. The Inland Empire Orange County Line (IEOC) has service

seven days a week, with trains departing San Bernardino and continuing to nine Orange County cities and stations in Riverside, and Corona.

Efficient express bus service is another great public transportation alternative. Currently, OCTA and the Riverside Transit Agency (RTA) operate 21 express bus trips per day on the SR-91.

**To learn more, visit:**  
[www.metrolinktrains.com](http://www.metrolinktrains.com)  
[www.octa.net](http://www.octa.net)  
[www.riversidetransit.com](http://www.riversidetransit.com)  
[www.sr91project.info](http://www.sr91project.info)



## Take Steps to Protect Your Identity and Account Information

Maintaining the security of your 91 Express Lanes account information is one of our top priorities. For security purposes, we will be asking you to update your security questions when you log into your account. This request is part of OCTA's ongoing effort to keep your account information safe. Please help us protect your account from fraud and scams by taking these simple but practical steps:

### Access your online account properly

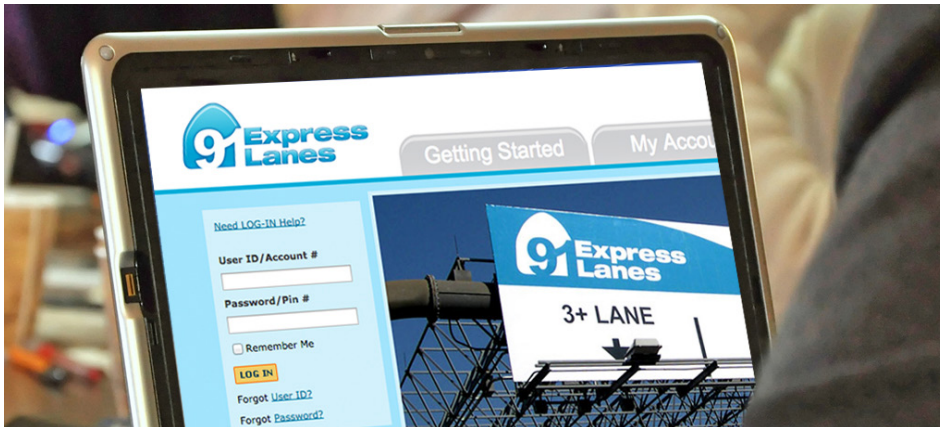
To safely and securely access your account online, go directly to the 91 Express Lanes website at [91expresslanes.com](http://91expresslanes.com) and click on "My Account". Don't access your account through suspicious-looking emails or other websites.

### Never share your password

Our customer service representatives will never ask for your password. If you think your password has been compromised, please change it as soon as possible.

### Be careful when entering personal information

Unless you are signed on securely to the "My Account" page on the 91 Express Lanes website, do not share your personal or financial information. Our customer service representatives will never ask you to email this sensitive information and are not authorized to ask for Social Security information.



*If you think you or your account has been the target of fraudulent activity via email or phone, please contact our Customer Service Center at (951) 278-9191, Monday-Friday, 8:00 a.m. – 5:00 p.m.*

## January 2015 Toll Adjustments

There were no toll adjustments for the quarter starting January 1, 2015. If you have a toll card dated July 1, 2014, you can continue to use it.

For a complete copy of the toll policy, visit the 91 Express Lanes website at [91expresslanes.com](http://91expresslanes.com) or the OCTA website at [octa.net](http://octa.net). You can also reach us at the 91 Express Lanes Customer Service Center at (951) 278-9191.

	91 Express Lanes Toll Schedule							91 Express Lanes Toll Schedule						
	Eastbound SR-55 to Riverside Co. Line							Westbound Riverside Co. Line to SR-55						
	Sun	M	Tu	W	Th	F	Sat	Sun	M	Tu	W	Th	F	Sat
<b>Midnight</b>	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45
1:00 am	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45
2:00 am	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45
3:00 am	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45
4:00 am	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45
5:00 am	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45
6:00 am	\$1.45	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$1.45	\$1.45	\$4.55	\$4.55	\$4.55	\$4.55	\$4.35	\$1.45
7:00 am	\$1.45	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$1.45	\$1.45	\$5.05	\$5.05	\$5.05	\$5.05	\$4.90	\$1.90
8:00 am	\$1.80	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$1.90	\$4.55	\$4.55	\$4.55	\$4.55	\$4.35	\$2.25
9:00 am	\$1.80	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$1.90	\$3.60	\$3.60	\$3.60	\$3.60	\$3.60	\$2.85
10:00 am	\$2.85	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.85	\$2.85	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.85
11:00 am	\$2.85	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.85	\$2.85	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$3.25
<b>Noon</b>	\$3.35	\$2.25	\$2.25	\$2.25	\$2.25	\$3.45	\$3.35	\$2.85	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$3.25
1:00 pm	\$3.35	\$3.20	\$3.20	\$3.20	\$3.45	\$5.40	\$3.35	\$3.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$3.25
2:00 pm	\$3.35	\$4.55	\$4.55	\$4.55	\$4.70	\$3.10	\$3.35	\$3.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$3.25
3:00 pm	\$2.85	\$4.90	\$3.70	\$3.95	\$4.60	\$9.85	\$3.35	\$3.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.85	\$3.25
4:00 pm	\$2.85	\$4.70	\$5.95	\$7.20	\$8.50	\$9.65	\$3.35	\$3.40	\$2.25	\$2.25	\$2.25	\$2.25	\$2.85	\$3.40
5:00 pm	\$2.85	\$4.85	\$5.40	\$6.70	\$8.80	\$6.20	\$3.35	\$3.40	\$2.25	\$2.25	\$2.25	\$2.25	\$2.85	\$3.40
6:00 pm	\$2.85	\$4.90	\$3.60	\$3.60	\$4.40	\$5.80	\$2.85	\$3.40	\$2.25	\$2.25	\$2.25	\$2.25	\$2.35	\$2.85
7:00 pm	\$2.85	\$3.45	\$3.45	\$3.45	\$5.00	\$5.45	\$2.25	\$2.85	\$1.45	\$1.45	\$1.45	\$1.45	\$2.25	\$2.25
8:00 pm	\$2.85	\$2.25	\$2.25	\$2.25	\$3.20	\$5.00	\$2.25	\$2.85	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45
9:00 pm	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$3.20	\$2.25	\$2.85	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45
10:00 pm	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$2.25	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45
11:00 pm	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45